

Iowa Veterans Home

2010 Annual Report

Building A Future On The
Foundation Of Our Past



Caring:
Our only reason for being

About Us

General Information:

- Founded in 1887, under the motto "Iowa Forgets Not the Defenders of the Union."
- Third largest state-owned facility for veterans in the nation
- 650 residents, 850 staff, and volunteers
- The beautiful campus spans almost 150 acres, with five main resident care buildings.

Requirements for admission to the Iowa Veterans Home:

- Honorably discharged veterans and/or their spouse or widow;
- Demonstrated medical or financial need; and
- Eligible for VA medical treatment.

Cost of care at the Iowa Veterans Home:

- Eligible residents are admitted without regard to their financial status.
- The cost of care includes all services (listed below) available at IVH.
- The rate of payment is based on the actual cost of care and the individual's ability to pay using available resources.

Services Available:

- Nursing Care
- Primary Care Physician
- Dementia Care
- Prescription Medications
- Hospice & Palliative Care
- Rehabilitation Therapies
- Mental Health Services
- Laboratory/X-Ray
- Respiratory Care
- Social Services
- Nutritional Needs
- Spiritual Care
- Recreational Activities
- Substance Abuse Services
- Domiciliary/Residential Level of Care

A Message from the Commandant

I am honored to be the leader of this team as we serve the veterans, their spouses, and all the members of the Iowa Veterans Home (IVH) community. Our mission is to provide the highest quality of care possible to our residents who have spent their lives protecting our freedoms. Over 850 staff, along with the ABM housekeeping staff, and hundreds of volunteers continue their dedication to providing superior care to Iowa's heroes.

IVH opened its doors to Iowa veterans in 1887 as the Old Soldiers Home. From that time, the Home has belonged to the people of Iowa, guided by the Iowa Legislature and the Iowa Commission of Veterans Affairs. Today, IVH is one of the *three* largest of the 140 state-owned facilities for veterans and family members in the nation. As in the past, IVH maintains its loyalty and dedication to American veterans.

Currently we are in the first phase of a four-phase project building new facilities which will be prepared to fully implement the person-centered care philosophy. This concept provides expanded opportunities for the resident to participate more with decision-making, socializing, and with their own care. IVH staff began embracing this philosophy in 2006. Staff continues their efforts towards more individualized care for each resident based upon their needs and wants.

As you study this Annual Report, I am confident that you will also embrace our Vision for the Future as we continue to be a vital asset to state government and veterans living in Iowa.

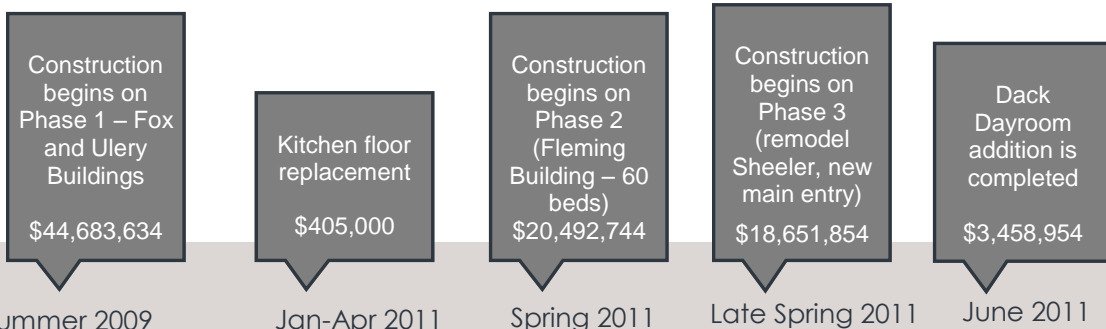
We invite you to visit the Iowa Veterans Home to learn more about our history, present conditions, and plans for the future.



David G. Worley



The Iowa Veterans Home has developed a four-phase Master Plan (*architect's rendition shown at left*) to construct new buildings and renovate existing structures to facilitate a shift from an institutional environment to a more home-like atmosphere (household concept) where residents have a private bedroom (with bath and shower) around a shared central living/dining/kitchen area. Residents will also gain more privacy, dignity, and choice to improve the quality of their lives.



Financials FY10

EXPENDITURES:

Personnel Services	\$59,756,760
Professional & Outside Services	\$ 3,385,743
IntraState Reimbursements & Transfers	\$ 2,645,714
Approp. Transfer Furloughs/Def.Comp	\$ 1,100,458
Drug Costs	\$ 1,668,087
Food	\$ 1,646,774
Utilities	\$ 1,343,319
Medical Supplies	\$ 863,697
Equipment, software, & computer supplies	\$ 813,810
Other Supplies	\$ 631,924
Workers Compensation	\$ 639,870
Equipment Maintenance & Repairs	\$ 354,553
Miscellaneous	\$ 220,754
Travel & Vehicle Depreciation	\$ 167,209
Communications	\$ 117,647
Equipment Rentals	\$ 83,902

Total Expenditures

\$75,440,221

Meeting the Budget Challenge

In response to the state-wide fiscal challenge during FY10, the IVH developed a plan that included the following strategies:

- Reduce overtime, including comp time;
- Leave positions vacant or delay refilling positions;
- Reduce all travel (for staff) and training costs;
- Reduce office supplies and inventory levels;
- Reduce contracted services; and
- Defer equipment purchases.

IVH sees this as an opportunity to be creative in meeting future budget challenges while continuing to provide quality care to our residents.

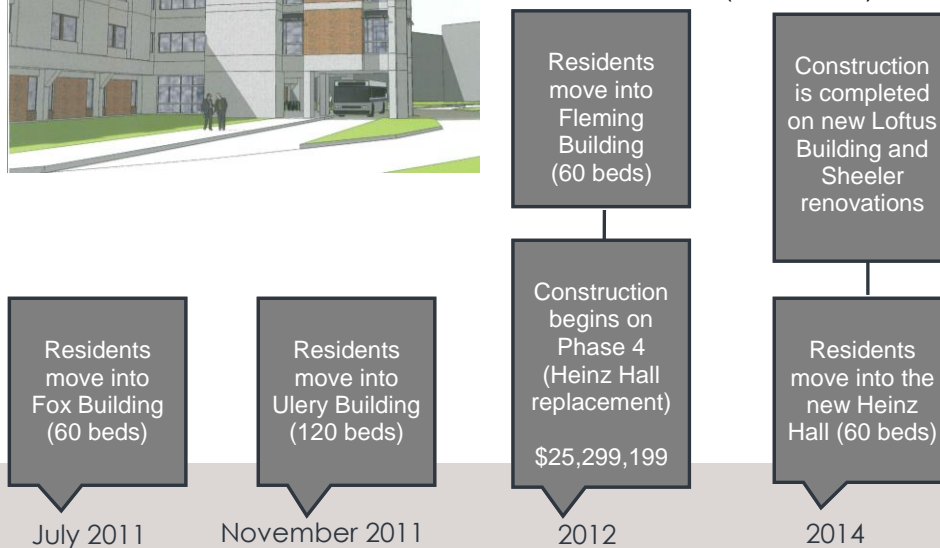
REVENUES (by funding source):

State's share	\$ 9,630,846	12.8%
Medicaid	\$ 23,844,552	31.6%
VA per diem, drug reimbursement & CBOC	\$ 21,961,004	29.1%
Resident's Participation & Net Carryforwards	\$ 16,761,729	22.2%
Third Party Insurance	\$ 1,990,406	2.6%
Medicare Part B	\$ 823,213	1.1%
Other revenues	\$ 428,471	0.6%
Total Operating Revenues	\$ 75,440,221	100.0%

Average state share for cost of care (all levels) \$ 38.13 per resident/ per day



Expansion of the Dock Care Building (*pictured left*) will create additional space for dining, leisure activities, unit meetings, and family gatherings in a more home-like atmosphere. The projected cost for the Dock Expansion Project is \$3,458,954 funded by the Federal Veterans Administration Construction Grant program (\$2,248,320) and the State of Iowa (\$1,210,634).



Master Plan Funding Summary

	35% State Portion	65% Fed Match	100% Total
Phase 1:			
	\$15,639,272	\$29,044,362	\$44,683,634
Phase 2:			
	\$7,172,460	\$13,320,284	\$20,492,744
Phase 3:			
	\$6,528,149	\$12,123,705	\$18,651,854
Phase 4:			
	\$8,854,720	\$16,444,479	\$25,299,199
TOTALS:	\$38,194,601	\$70,932,830	\$109,127,431



Performance Measures

Increase the number of individuals who live in the IVH residential care domiciliary

■ **Target: 108**
■ **Actual: 123**

Employees at IVH who are satisfied with their job

■ **Target: 80%**
■ **Actual: 88%**

Increase the number of volunteer hours worked at IVH

■ **Target: 27,760**
■ **Actual: 24,612**

Increase the percent of residents who believe IVH is the best place for them to be at this time in their life.

■ **Target: 90%**
■ **Actual: 86%**

Increase resident satisfaction with IVH services.

■ **Target: 87%**
■ **Actual: 91%**

Reduce the overall resident fall rate

■ **Target: 6.0**
■ **Actual: 6.9**

The IVH Performance Plan includes measures that continually guide us toward providing the best possible care for Iowa veterans and their spouses or widows. The following information is a brief overview; more information can be obtained by going to the IVH website ("About Us" section) or by calling 641-753-4599. Performance goals and results for FY 2010 are as follows:

Reduce the percentage of residents with pain

■ **Target: 6%**
■ **Actual: 4.9%**

Reduce the medication administration medication error rate

■ **Target: 4.0**
■ **Actual: 1.6**

Reduce the percentage of residents receiving nine or more medications

■ **Target: 75%**
■ **Actual: 80.4%**

Reduce the percentage of medication dispensing errors

■ **Target: 1.5%**
■ **Actual: 1.46%**

Reduce the percentage of residents that are affected by the behaviors of other residents.

■ **Target: 10.0%**
■ **Actual: 13.6%**

Increase the number of nursing care beds filled.

■ **Target: 610**
■ **Actual: 568**

Reduce the percent of residents with a BMI greater than 30%.

■ **Target: 35%**
■ **Actual: 42%**

Increase resident satisfaction with the preparation, variety and taste of the IVH food.

■ **Target: 80%**
■ **Actual: 75%**

Increase number of residents who successfully complete the Community Re-Entry Program.

■ **Target: 10**
■ **Actual: 8**

Decrease the percent of residents with little or no activity.

■ **Target: 2.0%**
■ **Actual: 3.3%**

Increase percentage of dollars billed that will be collected.

■ **Target: 99%**
■ **Actual: 99%**

Increase percentage of routine work orders that are completed within 72 hours.

■ **Target: 95%**
■ **Actual: 94%**

Increase percent of resident satisfaction with housekeeping services.

■ **Target: 96%**
■ **Actual: 96%**

Please visit our website at www.IowaVeteransHome.org:

- See photos of the facility and special events;
- Check out the Calendar of Events;
- Download the twice-monthly newsletter and other media;
- Contact us via email to request more information or schedule a tour; and
- Link to other veteran-related organizations.

To plan a trip to the Iowa Veterans Home, check out the map below:



Iowa Veterans Home
1301 Summit – Marshalltown, IA 50158
641-752-1501 – 800-645-4591

Thank You

IVH wishes to thank the Veterans Service Organizations and other community groups and individuals for their donated time, talents, and funds.

Many citizens volunteer their time to IVH, which greatly enhances the quality of life for Iowa's veterans. This fiscal year, volunteers donated the equivalent of over 12 full-time employees.

Working closely with the federal VA reduces costs to IVH by purchasing products through the federal pricing contract. Occasionally, the VA provides equipment, such as wheelchairs and hearing aids, to IVH residents.